PATENT ABSTRACTS OF JAPAN

(11)Publication number :   11-266306

(43)Date of publication of application : 28.09.1999

(51)Int.Cl.	H04M 3/42
	G06F 3/16
	G06F 17/00
	H04M 3/60

(21)Application number : 10-065762

(22)Date of filing :   16.03.1998

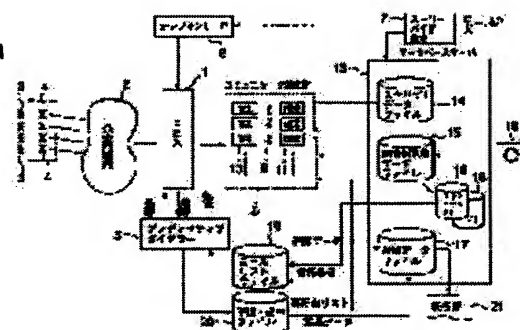(71)Applicant : TOSHIBA SYSTEM KAIHATSU KK
TOSHIBA ENG CO LTD
TOSHIBA CORP

(72)Inventor : ANAZAWA NOBUHIKO
FUKUOKA SHIYOUGO
OTAKE MASATO
FURUSAWA NOBUYASU
YAMAGUCHI AKIKO
SANPEI KAZUYUKI
MUTO KIYOSHI
SAKURADA HIDEKI
MIYAJI TOSHIYUKI

(54) SCRIPT GENERATOR AND CTI SYSTEM

(57)Abstract:

PROBLEM TO BE SOLVED: To simply set questionnaires and replies in outbound or inbound jobs.
SOLUTION: The script generator that generates a script including plural questionnaires which are addressed from reception parties 9 to object persons 3 and reply candidates of plural kinds with respect to each questionnaire is provided with a questionnaire generating screen used to input questionnaires on a display screen, a reply candidate generating screen to input plural kinds of reply candidates corresponding to each questionnaire on the display screen, and a script data file 14 that records plural scripts including each

questionnaire and each reply candidate generated by using each generating screen.

LEGAL STATUS

[Date of request for examination]	12.10.1999
[Date of sending the examiner's decision of rejection]	16.09.2003
[Kind of final disposal of application other than the examiner's decision of rejection or application converted registration]	
[Date of final disposal for application]	
[Patent number]	
[Date of registration]	
[Number of appeal against examiner's decision of rejection]	2003-020278
[Date of requesting appeal against examiner's decision of rejection]	16.10.2003
[Date of extinction of right]	